DOJ SETTLEMENT AGREEMENT – PROCESS DOCUMENT
[Process Name]

DATE CREATED	CREATED BY

VERSION NO.	PROCESS OWNER
DD_COMPLEX BEHAVIORS_VER_001	

DATE OF LAST REVISION	LAST UPDATED BY

INSTRUCTIONS

1. **'I. INTRODUCTION'** – This section is utilized to provide detailed information about the document and the contents that is contained within the document. Information referenced in this document will provide details needed to understand the documented process and its deliverables.
   a. **Purpose:** Provide the purpose of the document to include specific detail about what is being addressed with the development of this process
   b. **Scope:** This section should outline the deliverables and/or objectives of this process to provide a method to measure success
   c. **Document Management:** Describe how the document will be tracked, stored, and distributed.
   d. **Compliance:** Provide all DOJ Provision and Compliance ID #s that are relevant or will be addressed by implementing the process on this document including language.
   e. **Roles & Responsibilities:** Identify the role of all individuals involved in the process and define their responsibilities of each individual.
2. **'II. CHANGE CONTROL'** – This section will provide a description of the systematic approach to managing changes made to the process as well as ensuring that no unnecessary change or revisions are made that disrupt services or compliance.
   a. **Process Description** – Provide a detailed description about the process and what the process will address (i.e. developed as a monitoring tool, lower budget expenses, etc.)
   b. **Input/Trigger** – A process input/trigger describes what initiates the start of the process. Provide detailed information about what input is needed to start the process (i.e. intake process is initiated, a new service is begun, payment is received, etc.). The input/trigger should provide an explanation for the necessary tasks/steps identified in the process.
   c. **Outputs/Measures of Success** – A process output/measure of success describes the expected end product of a process (i.e. report, improved performance metrics, etc.). Provide a statement that describes what the expected outputs/measure of success of the process should be. The description of this output should allow for the development or tracking of measures of success.
   d. **Boundaries** – Process boundaries identify where the process starts and when it ends, it also identifies what is included and what is not included in the process. Boundaries also identify areas of intersect with other processes and activities. Provide any identified boundaries (i.e. initiation, closure, reporting cadence, frequency of process, etc.) in this section. Boundaries could include the intersection of where the process ends and the reporting process begins that includes the findings of the process.

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e. **Points of Control** – Points of Control within a process identifies any action or event that could "block" the implementation of the process. Provide any foreseen obstacles that may impact successfully implementing the documented process

f. **Version Control** – Version Control will be utilized to track changes and guide naming conventions of process documents. Documents should follow the below nomenclature:

Program Area_Purpose_Ver_Version# (DQV_DOJ DQ Assessment_Ver_001)

3. **'III. Process'** – Provide detailed step-by-step instructions for implementation/execution of process.
4. **'IV. Verification'** – Provide all verification or validation process that needs to take place to ensure that the process is valid.
5. **'V. Continuous Quality Improvement (CQI)'** – Provide a detailed step-by-step process describing what will be done to monitor and improve process as time progresses.

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I. INTRODUCTION

PURPOSE	
SCOPE	
DOCUMENT MANAGEMENT	All process documents will need to utilize approved process templates provided by DBHDS. Process documents will be saved as .pdf documents before distributed. All process documents will be stored in a centralized document library. Any revisions or updates to the document will need to be approved and documented for effective revision and/or document management. Naming conventions for versioning will be strictly enforced.
PROVISION	
COMPLIANCE INDICATORS	

ROLES AND RESPONSIBILITIES

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ROLE	RESPONSIBILITY

II. CHANGE CONTROL

PROCESS DESCRIPTION	
INPUT/TRIGGER	
OUTPUTS/MEASURE OF SUCCESS	
BOUNDARIES	Initiation: Closing: Services confirmed, data published in semi-annual review Performed Semi-annually

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POINTS OF CONTROL	

VERSION	DATE	DESCRIPTION OF CHANGE IMPLEMENTED	COMPLETED BY

III. REPORTING

REPORTING TOOL/MECHANISMS			
Report Name		**Data Source**	
Report Name		**Data Source**	
Report Name		**Data Source**	

IV. PROCESS

OVERVIEW

STEP#	PROCESS STEPS	SOURCE OF RECORD	APPROVAL REQUIRED	APPROVER
1				
	Performed by:			
2				
	Performed by:			

3				
	Performed by:			
4			NO	N/A
	Performed by:			

V. VERIFICATION

VERIFICATION, VALIDATION, AND TESTING PROCESS

VI. CONTINUOUS QUALITY IMPROVEMENT (CQI)

CQI PROCESS		
STEP#	**PROCESS STEPS**	**PERFORMED BY**
#	(Describe the step required to perform action)	(Identify the role/job title of individual performing this task)
1		